

General Tax Administration Program

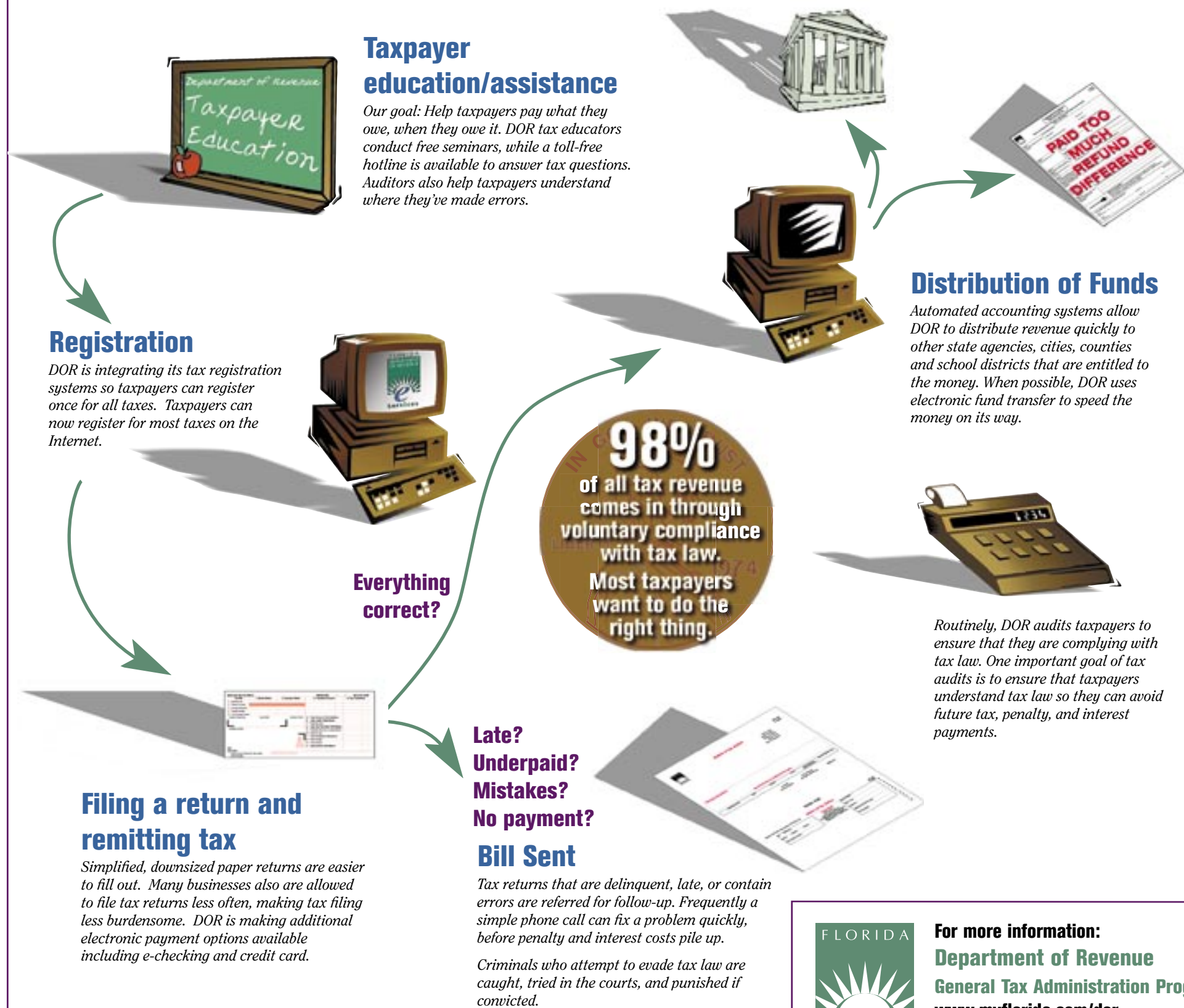
GTA

The Department of Revenue's General Tax Administration Program (GTA) administers 36 taxes and fees. GTA collects more than \$27 billion per year for schools, health care, prisons, transportation, environmental protection, and other programs. GTA also collects more than \$2 billion per year for other state agencies.

Most tax revenue comes to the state through businesses, especially large businesses, rather than directly from citizens. For example, the state's 100 largest sales tax accounts generate over 26 percent of all sales tax collected, averaging nearly \$4 million per account per month.

Today's demands for greater processing efficiency have led GTA to create a comprehensive suite of options available to taxpayers for doing business with DOR electronically. For example, GTA dramatically expanded ways for taxpayers to file tax returns and pay tax electronically in FY 2001-2002. Internet filing is safe, convenient, and low in cost. If a taxpayer prefers not to file via the Internet, DOR-certified private providers offer alternative filing options that offer additional features.

It is our job to make tax compliance as simple as possible for our business partners so they can be as effective as possible.



For Your Information

- In FY 2002-2003, Florida collected over \$17 billion (all taxes) entirely through paperless systems. Both tax returns and tax payments arrive at DOR electronically and are processed by computer. Over 1.24 million tax returns were filed computer-to-computer in FY 2002-2003, an increase of about 25 percent from the previous year.
- Paper tax returns are sorted by tax type and sent to a sophisticated automatic imaging system. Digital images of tax returns are available to any DOR staffer anywhere in the state or nation within 24 hours, allowing DOR to answer taxpayers' questions and follow up on filing problems. In FY 2002-2003, DOR digitized more than 7.4 million tax returns.
- DOR continues to benefit from a partnership program with the Florida Institute of CPAs to certify private auditors. The Certified Audit Program allows taxpayers to hire, at their own expense, CPAs trained and approved by DOR to conduct sales and use tax audits. During the 2003 legislative session, the sunset provision of the program was removed to make the certified audit program an ongoing opportunity for Florida taxpayers. We regard this as a triple win: Taxpayers benefit from reduced penalty and interest, CPAs earn new business, and the State receives additional audit coverage with minimal public expense.



For more information:
Department of Revenue
General Tax Administration Program
www.myflorida.com/dor

Taxpayer Hotline: 1-800-352-3671
1-850-488-6800
Unemployment Tax: 1-800-482-8293
TDD calls: 1-800-367-8331